What is inside this handbook?

Make your travel arrangements ........................................................................................................................ 1

Reserve your housing ........................................................................................................................................ 2
  Housing choices ............................................................................................................................................ 2
  How to reserve ELI housing ....................................................................................................................... 2
  Temporary accommodations (hotel) .......................................................................................................... 4
  Housing move-in information ..................................................................................................................... 4
  Housing problems/questions ...................................................................................................................... 4

What you should bring to Delaware ............................................................................................................... 5

What to do at US Immigration and Customs ................................................................................................ 6

What to do at the Philadelphia Airport .......................................................................................................... 7

ELI Orientation: What to expect when you arrive ....................................................................................... 9

Pay your ELI tuition bill ................................................................................................................................. 10

Health and medical information .................................................................................................................... 11
  Required medical forms .............................................................................................................................. 11
  Required vaccines .................................................................................................................................... 11
  Health insurance ...................................................................................................................................... 11

Important contact information ...................................................................................................................... 12
Make your travel arrangements

After you get your visa to enter the USA, it is time to make your travel arrangements.

Buy your plane ticket

Arrange your flight and travel plans so that your final destination is Philadelphia International Airport (airport code: PHL). Philadelphia International Airport is the closest big airport to Delaware (it is 30 minutes from Newark, Delaware).

Remember: Newark, Delaware is not the same city as Newark, New Jersey!

Reserve transportation from the airport (“airport transfer”)

If you will need a ride from the Philadelphia Airport to Delaware, the ELI can request a shuttle (i.e., a van) for you. Complete the Airport Transfer Request Form in the ELI Welcome Package. Send it to the ELI by fax (+1-302-831-4201) or by email (eli-housing@udel.edu). The reservation confirmation number will be sent to you by e-mail. The ELI uses a company called Delaware Express for airport transfers. More information about this can be found on page 7.

Reserve a hotel room

Normally, students must spend a few nights in a local hotel before they are able to move into the housing where they will live for their first session. We can help you to make hotel arrangements.

To reserve a hotel room, complete the Hotel Reservation Form that is in your ELI Welcome Package. Send it to the ELI by fax (+1-302-831-4201) or by email (eli-housing@udel.edu). The reservation confirmation number will be sent to you by e-mail. The current hotel partner of the ELI is the Sleep Inn:

630 South College Ave., Newark, DE 19713 | Phone: +1-302-453-1700

Contact us: hotel/arrival questions

If you have a question about your hotel/arrival reservations, please contact the ELI Housing/Arrival Coordinator at eli-housing@udel.edu.

If you have a problem with your travel plans after you leave your country, please contact the ELI Housing/Arrival emergency mobile phone at +1-302-383-9724.
Reserve your housing

It is very important to reserve housing in Delaware before you travel to the United States. Here is some helpful information about housing.

Housing choices

The ELI is proud to offer several types of housing to students, including an off-campus International Living/Learning Community (where ELI students can live with an American student), off-campus apartments, and “homestay” with an American family. For more information about housing types and to see pictures, please visit http://sites.udel.edu/eli/housing/.

How to reserve ELI housing

This process will help you to reserve housing (i.e., accommodations) for your first session (7-8 weeks) at the ELI.

**Important: You must obtain your student visa and buy your plane ticket before you can reserve your housing!**

How to reserve your housing:

1. Complete the **Housing Reservation Form** in this Welcome Package.
2. Send the Housing Reservation Form to the ELI by fax or email (see below), **with the following documents:**
   - A copy of your F-1 visa; and
   - A copy of your plane ticket reservation.

How to submit your housing application:

Send your housing application and the required documents to the ELI by email ateli-housing@udel.edu or by fax at +1-302-831-4201.

Housing reservation period:

Your housing type will only be reserved for 1 session (7-8 weeks). After your first session, you will be able to request a different type of housing for a future session.
**Deadline to reserve housing:**

All housing applications must be received by the ELI no later than **2 weeks** before the beginning of your session. Students who do not submit their housing reservation and all required documents before the deadline will be charged a **Late Housing Request fee of US $100.**

Limited housing is available; therefore, the ELI cannot guarantee housing for students who request it after the deadline.

**Important information:**

- By submitting a Housing Reservation, you are agreeing to the ELI Housing Terms ([http://sites.udel.edu/eli/housing/terms/](http://sites.udel.edu/eli/housing/terms/)).
- If the ELI makes a housing reservation for you, then you must pay the fees for that housing location. No exceptions. No refunds are possible.
- Housing prices can change unexpectedly, so it is important to **check the ELI website before you come to Delaware** so you will know about any changes.
- If you are traveling with your family (wife/husband and/or children), you should request a “family unit” apartment on the Housing Reservation Form.
- Due to the high number of students that will move into ELI housing, **it is not possible to visit your apartment** before signing your contract, paying for the apartment, and moving in.

**Housing requirements for the Conditional Admissions Program:**

All students in the Conditional Admissions Program (CAP/Pre-CAP students) are required to live in special housing (Rittenhouse Station International Living/Learning Community) or in a homestay with an American family.

CAP students who are traveling with their husband, wife, or children can contact eli-housing@udel.edu for other housing options.

For more information, visit [http://sites.udel.edu/eli/housing/cap/](http://sites.udel.edu/eli/housing/cap/).

**CAP/Pre-CAP students who do not obey ELI housing requirements may lose their conditional acceptance to the university.**

**Housing reservation confirmation**

Housing reservation confirmations will be sent to all incoming students (and their agents) by email approximately **1-2 weeks before the session start date.**
Temporary accommodations (hotel)
Due to limits on housing availability, ELI students are **required** to stay in a hotel for a few days during Orientation. The current hotel partner of the ELI is the Sleep Inn:

630 South College Avenue | Newark, Delaware 19713 | Phone: +1-302-453-1700

**Free transportation from the hotel**
For your convenience, the ELI will provide free transportation from the hotel (Sleep Inn) to the ELI buildings for orientation, as well as to your final ELI housing on Move-in Day. **More information about this transportation will be available at the front desk of the hotel when you check-in.**

**Housing move-in information**
The ELI will send your official move-in date to you by email with your housing reservation confirmation 1-2 weeks before the session start date.

**Housing problems/questions**
If you have a question about housing **before** you arrive in Delaware, please contact the ELI Housing/Arrival Coordinator by **email** at [eli-housing@udel.edu](mailto:eli-housing@udel.edu).

If you have an emergency problem about housing **after** you arrive in Delaware, please contact the ELI Housing/Arrival **emergency mobile phone at +1-302-383-9724.**
What you should bring to Delaware

Things to pack in your suitcase
Some things that you should bring to Delaware with you include:

- Clothes appropriate for the season you will live here—remember, Delaware has 4 seasons!
- One set of dress clothes for any formal events
- Exercise clothes and bathing suit
- Extra contact lenses and the prescription for glasses or contact lenses (written in English)
- Travel-sized power adapter/voltage converter to adapt your electronic equipment to US plugs and electricity (120V, 60Hz)
- Comfortable shoes—you will walk a lot!

Sheets, towels, and school supplies can be purchased after you arrive.

Remember: Delaware has no Sales Tax

Things to pack in your hand luggage
Remember to bring the following items on the plane with you in your hand luggage.

- Passport and I-20 form (very important!)
- Your ELI Welcome Package, including this Arrival Handbook
- Some extra cash (we do not recommend that you travel with large amounts of cash in case of loss) and a credit card (Visa or MasterCard)
- Laptop computer and camera (if you have them)
- Prescription medication—bring a supply of the medication as well as the prescription (written in English)
- A spare change of clothes (in case your plane is delayed)
- A small supply of toiletries (soap, shampoo, toothbrush, etc.). All liquids and creams must be in bottles of under 100mL and fit into one quart-size plastic zipper storage bag. For more information about travel rules for liquids, see http://www.tsa.gov/311/index.shtm.
What to do at US Immigration and Customs

When you arrive in the United States, you will be required to pass through the US Customs and Border Protection (CBP) checkpoint.

1. After leaving the plane, follow the signs for **Immigration** or **Passport Control**.

2. **Immigration/Passport Control**: When you enter the section of the airport for Immigration/Passport Control, there will be many people standing in different lines; you must stand in one of the lines for **Visitors** to the USA and wait until a CBP officer becomes available.
   a. Have your documents ready in your hands before you see the CBP officer:
      - Passport
      - F-1 visa
      - I-20 form
      - I-901 SEVIS fee payment receipt ($200)
      - Proof of financial resources (example: your bank statement or official scholarship letter)
      - ELI acceptance letter
      - I-94 card (you will receive this card on the plane on your way to the US)
      - Blue customs form (you will receive this form on the plane on your way to the US)
   b. The CBP officer will scan your passport and your visa, and he/she will review your documents. **Be prepared to answer questions about your study plans** *(i.e., where you will study, why you will study there, where you will live, etc.)*.
   c. The CBP officer will stamp your documents and give them back to you.

3. **Customs**: After you leave the Immigration/Passport Control section of the airport, follow the **Baggage Claim** signs to collect your luggage. Take your suitcases; then, follow the **Exit** signs to go to the US Customs checkpoint. You will give the blue customs form to the US Customs officer before you leave the Customs area.

4. **For students who will take a connecting flight to Philadelphia.** If you are taking a connecting flight to Philadelphia, follow the **Baggage Re-check** signs to give your bags back to the airline employee. This will ensure that your luggage will be placed on your final plane(s) to Philadelphia.
What to do at the Philadelphia Airport

**Pick up your bags**

1. When you arrive at the Philadelphia Airport, follow the signs to the Baggage Claim.
2. When you arrive in the Baggage Claim area, look at the signs to find the luggage belt that will have your suitcase.

**Find the shuttle to Delaware**

1. After you have your suitcase, search in the Baggage Claim area for the Ground Transportation desk.
2. At the Ground Transportation desk, tell the agent there: **“I need Delaware Express.”** The agent will give you a ticket with a number on it.
   - Sometimes the agent will give you a plastic box instead of a ticket with a number.
3. **Take the phone at the desk and dial 24;** this will dial the Delaware Express agent. The Delaware Express agent will ask for your name and reservation number. After you give this information to the agent, he/she will ask you to wait for 10-20 minutes. Wait in the chairs near the Ground Transportation desk.
4. When the shuttle arrives, the agent at the Ground Transportation desk will call your number and he will tell you to go outside to get into the shuttle.
   - If you were given a plastic box instead of a number, the box will vibrate; give the box back to the Ground Transportation agent and go outside to get your shuttle.
5. The shuttle driver will take you to your final destination in Delaware.

Remember, you must submit an Airport Transfer Reservation Form and you must land at the Philadelphia Airport in order for the ELI to make airport shuttle arrangements for you.
Change/cancel your shuttle reservations

If you need to **change** your Delaware Express reservation, you must contact Delaware Express immediately to tell them about the change (+1-302-454-7800).

If you need to **cancel** your Delaware Express reservation, you must contact Delaware Express immediately or they will charge your credit card (+1-302-454-7800).

Contact us: airport transfer questions

If you have a question about airport transfer **before** you leave your home, please contact the ELI Housing/Arrival Coordinator by email at eli-housing@udel.edu.

If you have a problem with your travel plans **after** you leave your home, please contact the ELI Housing/Arrival emergency mobile phone at +1-302-383-9724.

Hotel address

If you asked the ELI to make a hotel reservation for you, then the shuttle should drive you to this address:

Sleep Inn | 630 South College Avenue | Newark, Delaware 19713
Phone: +1-302-453-1700
ELI Orientation: What to expect when you arrive

What you will do at Orientation

ELI Orientation happens at the beginning of each session. You are required to attend every day of Orientation.

At ELI Orientation, you will:

1. Take an English placement test to determine your English level. The test will determine your skill level in 5 areas: Listening, Speaking, Reading, Writing, and Grammar;
2. Receive and pay your tuition bill;
3. Take a tour of the University of Delaware (UD) and learn about UD facilities and resources;
4. Get your UD student identification card;
5. Register (“check-in”) with the UD Office for International Students and Scholars (OISS) – This is required for your visa status;
6. Learn about visa requirements and maintaining your visa status;
7. Learn about important resources, such as the library, the host program, local transportation, counseling and medical care, opening a bank account, obtaining a driver’s license, etc.;
8. Attend a special orientation for ELI students with families (only if your wife/husband and children are traveling to the USA with you).
9. Receive your course schedule, which will contain your English level and the name of the courses that you will take during your first ELI session.

All students are required to attend ELI Orientation. Students who do not attend ELI Orientation will be required to pay a Late Orientation Fee of US $100.

Documents to bring to Orientation

Bring these documents with you to Orientation:

1. Passport;
2. F-1 visa (or J-1 visa);
3. I-20 form (or DS-2019 form, if applicable);
4. I-94 card (you will receive the I-94 card on your flight to the USA).

If you are a US Citizen or Permanent Resident, you should bring proof of your status.
Pay your ELI tuition bill

When to expect your bill
You will receive your ELI tuition bill by email 1-2 weeks before the beginning of your session of study.
You will also receive a paper copy of your bill at ELI Orientation.

Payment methods and procedures
There are several ways to pay your bill:
- Credit card (using our secure online payment system)
- International wire transfer at your bank (see the wire transfer instructions on our website)
- Traveler’s checks or money orders (made payable to the “University of Delaware”)
- Cash

Most Students pay by credit card because it is very easy and they can pay online.

When to pay your bill
Many students pay their bill online using a credit card 1-2 weeks before the beginning of their session (after they receive the bill by email). It is also possible to pay your bill during ELI Orientation. All bills must be paid before the first day of classes.

Keep your payment receipt! All students must show their receipt (proof of payment) on the first day of classes in order to receive a schedule and begin their courses.

Acceptable credit card types
The ELI accepts MasterCard, Visa, and American Express.

Important information for SACM students
Students from Saudi Arabia who plan to receive a scholarship from the Saudi Arabian Cultural Mission (SACM) must bring a copy of their official financial guarantee letter to ELI Orientation. Students who do not bring a financial guarantee letter will be required to pay their tuition bill.

Contact us: Questions about your bill
If you have a question about your bill, please contact elibilling@udel.edu.
**Health and medical information**

**Required medical forms**
All students are required to bring 2 important health forms with them to ELI Orientation:

1. ELI Student Health History form
2. Immunization Documentation form

You must complete both forms in English with your doctor before traveling to the USA. You may need to be vaccinated before arriving in Delaware (see below).

**Required vaccines**
All students are required to be vaccinated with 2 doses of Measles, Mumps, and Rubella (MMR) vaccine before coming to Delaware.

Students will also need to be tested for Tuberculosis (Mantoux Tuberculin Skin Test). If you did not get tested before coming to Delaware, you must get tested after you arrive.

The Meningococcal vaccine is not required by Delaware State Law. The University of Delaware Student Health Services (on-campus clinic) is required to inform students about the vaccine and students must choose be vaccinated or to decline the vaccine.

**Health insurance**

- **All students must buy the ELI’s medical insurance plan.** Medical care in the USA is expensive, and the ELI’s medical insurance helps to pay for a part of students’ healthcare and medical expenses. The insurance cost will be included on your ELI session bill.

- **Note:** Students who are sponsored by their government (who already have a health insurance plan) do not need to buy ELI insurance. If you are not sure if your government scholarship has a health insurance plan, contact elibilling@udel.edu.

- American insurance plans do NOT cover illnesses or medical needs you developed **before** coming here (eg: diabetes, pregnancy, emphysema).
Important contact information

Here is the information that you will need to contact the ELI if you need help or if you have questions:

- Housing questions or reservations: eli-housing@udel.edu
- Hotel (temporary housing) reservations: eli-housing@udel.edu
- Airport pickup reservation: eli-housing@udel.edu
- Emergency with housing, hotel, or airport pickup: Call +1-302-383-9724
- Billing, tuition, payment: elibilling@udel.edu
- Health insurance: elibilling@udel.edu